Year-to-Date Data Through June

ST Express Bus	YTD 2009	YTD 2010	YTD Budget	Notes
Revenue Vehicle Hours Operated[1]	257,551	272,945	280,223	Ridership productivity measures were still below budgeted targets for the YTD 2010, although total ridership is higher than previous years. The ridership growth has been achieved through a proportionately larger increase in service.
Revenue Vehicle Miles Operated	5,257,292	5,613,807	5,705,052	
Trips Operated	202,338	218,693	218,691	
Platform Hours Operated	326,065	344,704	342,083	
Boardings	6,215,183	6,321,103	6,728,598	
Boardings per Revenue Hour	24.13	23.16	24.01	
Boardings per Trip	30.72	28.90	30.77	
Cost per Boarding[2]	$6.76	$7.02	$7.22	
Percentage of Scheduled Trips Operated	99.98%	99.93%	≥99.80%	
On Time Performance[3]	94.09%	88.35%	≥85.00%	
Customer Complaints per 100,000 boardings	19.38	14.97	<50	
Preventable Accidents per 100,000 miles[4]	0.87	0.71	≤ 0.80	
Sounder Commuter Rail	**YTD 2009**	**YTD 2010**	**YTD Budget**	**Notes**
Revenue Vehicle Hours Operated[1]	16,629	18,927	19,372	The economic downturn continues to hit Sounder harder than other modes, as ridership productivity measures have not hit targets. Percentage of scheduled trips operated was under the target, due to a number of trips missed because of equipment issues early in Q2, and mudslides on the North line during Q1.
Revenue Vehicle Miles Operated	641,566	740,657	756,772	
Trips Operated	3,083	3,321	3,407	
Boardings	1,232,607	1,205,255	1,328,025	
Boardings per Revenue Vehicle Hour	74.12	63.68	68.55	
Boardings per Trip	399.81	362.92	389.79	
Cost per Boarding[2]	$11.94	$11.79	$13.15	
Percentage of Scheduled Trips Operated	99.42%	98.96%	≥99.50%	
On Time Performance[3]	97.54%	97.87%	≥95.00%	
Customer Complaints per 100,000 boardings	12.66	10.37	<50	
Preventable Accidents per 1,000,000 miles[4]	0.00	0.00	≤1.00	
Central Link Light Rail	**YTD 2009**	**YTD 2010**	**YTD Budget**	**Notes**
Revenue Vehicle Hours Operated[1]	N/A	70,332	69,144	Central Link service is below ridership productivity targets, but is still seeing increasing acceptance by riders. Cost per boarding is above budgeted levels, but the target was based on full year ridership and Central Link is still in the growth mode of its ridership. On-time performance missed the target, although headway management--a measure of the time between trains--was above 90 percent for the YTD.
Revenue Vehicle Miles Operated	N/A	1,324,092	1,412,382	
Trips Operated	N/A	44,739	46,096	
Boardings	N/A	3,195,454	3,348,268	
Boardings per Revenue Vehicle Hour	N/A	45.43	48.42	
Boardings per Trip	N/A	71.42	72.64	
Cost per Boarding[2]	N/A	$7.13	$5.95	
Percentage of Scheduled Trips Operated	N/A	99.90%	≥98.50%	
On Time Performance[3]	N/A	76.69%	≥90.00%	
Customer Complaints per 100,000 boardings	N/A	8.29	<50	
Preventable Accidents per 1,000,000 miles[4]	N/A	0.00	≤6.00	
Tacoma Link Light Rail	**YTD 2009**	**YTD 2010**	**YTD Budget**	**Notes**
Service Hours Operated[1]	4,778	4,838	4,939	Productivity measures for Tacoma Link ridership have not been met through the first half of the year. Though service quality measures have been met, the economic downturn in Tacoma has hurt Tacoma Link ridership.
Service Miles Operated	46,346	44,860	46,104	
Trips Operated	28,966	29,027	28,694	
Boardings	466,304	427,397	482,127	
Boardings per Service Vehicle Hour	97.60	88.34	97.62	
Boardings per Trip	16.10	14.72	16.80	
Cost per Boarding[2]	$4.20	$3.60	$4.31	
Percentage of Scheduled Trips Operated	99.91%	99.89%	≥98.50%	
On Time Performance[3]	99.89%	99.20%	≥98.50%	
Customer Complaints per 100,000 boardings	0.64	0.70	<50	
Preventable Accidents per 100,000 miles[4]	0.00	0.00	≤1.00	

Lagging budget or standard

1-Revenue hours: The total amount of time during which service is available to carry passengers. Tacoma Link reports as service hours since it does not collect fares.

2-Cost per boarding is calculated as the total actual operating costs (including Agency overhead) before depreciation divided by the total number of riders.

3-On-time performance standards are described in the budget. A Central link light rail train is late if it a) departs a terminal station more than one minute late or, b) arrives at a terminal station three or more minutes late and is unable to make its departure time.

4-Preventable accident: An accident in which the operating employee(s) failed to do everything reasonable to prevent the accident.

Service Delivery Quarterly Performance Report

Q2 Systemwide Boardings

Boardings by Service Type	Second Quarter			Year-to-Date Through June			2010 Annual SIP Projections[1]
	2009	2010	%Δ	2009	2010	%Δ	
ST Express Bus	3,171,922	3,257,186	3%	6,215,183	6,321,103	2%	13.7 mil
Sounder Commuter Rail	617,651	624,182	1%	1,232,607	1,205,255	-2%	2.7 mil
Central Link	N/A	1,806,167	100%	N/A	3,195,454	100%	8.1 mil
Paratransit	N/A	21,119	100%	N/A	40,658	100%	0.07 mil
Tacoma Link	239,004	212,996	-11%	466,304	427,397	-8%	1.0 mil
Total Boardings	4,028,576	5,921,651	47%	7,914,094	11,189,866	41%	25.57 mil
Average Weekday Bdgs	56,129	78,712	40%	55,864	75,163	35%	86,884

1-Annual projections established in the 2010 Service Implementation Plan (SIP)

Central Link continued to provide most of the ridership growth for Sound Transit during the Second Quarter, with total system boardings up 47 percent compared to the same period in 2009. Without Central Link and Link Paratransit, Second Quarter boardings would have increased by about 2 percent. Nevertheless, the modest growth in express bus and commuter rail boardings is encouraging news in view of the weak economy and declining ridership at other transit agencies in the region.

Total ST Express bus ridership increased by 3 percent, and average weekday boardings increased by 2 percent. The base ST Express fare increased from $1.50 to $2.00 on June 1 but multi-zone fares remained unchanged. No major service changes were implemented during the quarter. Halfway through the year, bus ridership totaled 6,321,103, about 46 percent of the budget target of 13.7 million boardings for the year.

Sounder commuter rail boardings increased by 1 percent, an encouraging sign as ridership had been declining since First Quarter 2009. North line boardings increased, while south line ridership was largely unchanged. No fare or service changes were implemented during the quarter. Halfway through the year, Sounder ridership totaled 1,205,255, about 45 percent of the budget target of 2.7 million boardings for the year.

Tacoma Link ridership continued to fall, impacted by reduced retail activity, fewer major events scheduled at the Tacoma Dome and Tacoma Convention Center and the general downturn in the local economy. Total Second Quarter boardings decreased 11 percent and average weekday boardings were down 10 percent. Halfway through the year, Tacoma Link ridership totaled 427,397, about 43 percent of the budget target of one million boardings for the year. No service changes were implemented during the quarter.

Central Link, still too new to compare ridership results from the same period in 2009, continued to show significant quarter-to-quarter growth. Weekday boardings averaged 21,766 for the quarter, compared with 16,909 average weekday boardings during last quarter. Central Link will need to maintain this high rate of growth to meet the ambitious 2010 ridership target. Halfway through the year, Central Link ridership totaled 3,195,454, about 40 percent of the budget target of 8.1 million boardings for the year. No fare changes were implemented during the quarter, and service changes were limited to minor schedule adjustments.

Specific mode and individual route trends are discussed on page 2.

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Second Quarter Ridership Highlights

ST Express Bus boardings were up 3 percent overall. This was the first full quarter of a major South King County route restructure that was implemented in February. Large ridership increases on Routes 574 (+13%) and 577/578 (+103%) reflect the results of that restructure, which replaced Metro Route 194 with light rail service to Sea-Tac Airport and expanded ST Express bus service to Federal Way. The large drop in Route 560 ridership is explained by a midday service reduction between West Seattle and Burien, the start-up of faster, more direct Metro service between Burien and Renton and the loss of connections between Route 560 and other bus routes at Sea-Tac Airport. Apart from Route 532 (Everett-Bellevue), ridership on Snohomish County service was either flat or declined, following the trend of Community Transit's commuter routes. Initial June counts showed a significant drop in Sunday ridership on ST Express routes serving Snohomish County, reflecting Community Transit's deletion of all connecting Sunday local service effective June 13. On the other hand, well-established core ST Express routes with frequent service, including Route 545, Route 550 and Routes 590-595, experienced healthy growth during the quarter.

Sounder commuter rail boardings increased by 1 percent overall, the first increase since Fourth Quarter 2008. North line commuter boardings led the way with a 5 percent increase, together with a 35 percent increase in north line event train boardings. South line ridership, representing about 87 percent of all commuter rail boardings, was largely unchanged. Sounder park-and-ride use remained high during the Second Quarter, with utilization ranging from 82 percent to 102 percent. Beginning in January 2010, Sounder boardings have been estimated from sample counts provided by BNSF train conductors. With the implementation of a new automatic passenger counter (APC) system in August, more complete and accurate Sounder ridership information will be available, so users of this report may see some data adjustments beginning with the Third Quarter.

Central Link ridership continued to develop as average weekday boardings increased 29 percent compared with the First Quarter. Weekday boardings averaged 20,129 in April, 21,774 in May and 23,396 in June. New riders used the system for a variety of trip purposes, including travel to Sea-Tac Airport and to Sounder FC soccer games. The Sea-Tac/Airport Station emerged as the most heavily-used station outside of downtown Seattle with over 3,200 weekday boardings. The park-and-ride at Tukwila International Boulevard Station averaged 88 percent utilization on weekdays during the Second Quarter. Ridership on Link Paratransit service, provided in areas within ¾-mile of the light rail line, increased by 8 percent compared to last quarter.

ST Express Boardings by Route

	Route	Q2 2009	Q2 2010	%Δ
510/513	Everett-Seattle	237,519	228,425	-4%
511	Lynnwood-Seattle	242,659	243,603	0%
522	Woodinville-Seattle	264,096	240,248	-9%
532	Everett-Bellevue	78,473	84,929	8%
535	Lynnwood-Bellevue	111,010	108,217	-3%
540	Kirkland-U. District	80,289	81,649	2%
545	Redmond-Seattle	410,004	427,510	4%
550	Bellevue-Seattle	430,107	475,866	11%
554	Issaquah-Seattle	185,115	181,551	-2%
555/556	Issaquah-Northgate	63,939	69,467	9%
560	West Seattle-SeaTac-Bellevue	198,784	155,570	-22%
564	South Hill-Overlake	89,337	0	-100%
565	Federal Way-Overlake	106,489	0	-100%
566	Auburn-Overlake	0	143,769	N/A
574	Lakewood-SeaTac	149,523	169,172	13%
577/578	Seattle-Federal Way/Puyallup	75,838	153,747	103%
582	Bonney Lake-Tacoma	14,677	0	-100%
586	Tacoma-U. District	33,287	29,503	-11%
590-595	Lakewood/Tacoma-Seattle	396,956	459,366	16%
599	Lakewood-Tacoma	3,820	4,594	20%
	Total[1]	3,171,922	3,257,186	1%
	Avg Weekday Bdgs[1]	43,593	44,447	2%

1-Does not include Downtown Seattle ride free boardings

Sounder Commuter Rail Boardings by Corridor

	Q2 2009	Q2 2010	%Δ
North Line			
Commuter	67,909	71,220	5%
Special	8,327	11,253	35%
Subtotal	76,236	82,473	8%
South Line			
Commuter	528,694	529,329	0%
Special	12,720	12,381	-3%
Subtotal	541,414	541,710	0%
Total	617,651	624,182	1%
Avg Weekday Bdgs	9,322	9,384	1%

Central Link Light Rail Boardings

	Q2 2009	Q2 2010	%Δ
Total	N/A	1,806,167	100%
Avg Weekday Bdgs	N/A	21,766	100%

Tacoma Link Light Rail Boardings

	Q2 2009	Q2 2010	%Δ
Total	239,004	212,996	-11%
Avg Weekday Bdgs	3,214	2,884	-10%

Paratransit Boardings

	Q2 2009	Q2 2010	%Δ
Total	N/A	21,119	100%
Avg Weekday Bdgs	N/A	232	100%

Second Quarter Data

ST Express Bus	Q2 2008	Q2 2009	Q2 2010	Q2 Budget
Revenue Vehicle Hours Operated[1]	125,157	130,492	138,931	141,100
Revenue Vehicle Miles Operated	2,561,447	2,675,453	2,835,339	2,872,637
Trips Operated	96,730	102,212	111,043	110,117
Platform Hours Operated	155,824	165,008	174,605	172,247
Boardings	3,111,703	3,171,922	3,257,186	3,406,768
Boardings per Revenue Hour	24.86	24.31	23.44	24.14
Boardings per Trip	32.17	31.03	29.33	30.94
Cost per Boarding[2]	$6.14	$7.39	$8.05	$7.22
Percentage of Scheduled Trips Operated	100.07%	100.00%	99.93%	≥99.80%
On Time Performance[3]	94.26%	95.74%	86.74%	≥85.00%
Customer Complaints per 100,000 boardings	19.31	15.38	13.08	<50
Preventable Accidents per 100,000 miles[54]	0.65	0.90	0.71	≤ 0.80
Sounder Commuter Rail	**Q2 2008**	**Q2 2009**	**Q2 2010**	**Q2 Budget**
Revenue Vehicle Hours Operated[1]	6,165	8,863	9,676	9,686
Revenue Vehicle Miles Operated	236,999	337,600	378,251	378,386
Trips Operated	1,183	1,613	1,699	1,704
Boardings	656,679	617,651	624,182	674,951
Boardings per Revenue Vehicle Hour	106.51	69.69	64.51	69.68
Boardings per Trip	555.10	382.92	367.38	396.21
Cost per Boarding[2]	$11.75	$15.20	$10.78	$13.15
Percentage of Scheduled Trips Operated	99.92%	100.00%	99.47%	≥99.50%
On Time Performance[3]	99.19%	97.01%	97.87%	≥95.00%
Customer Complaints per 100,000 boardings	18.43	9.23	9.29	<50
Preventable Accidents per 1,000,000 miles[4]	0.00	0.00	0.00	≤1.00
Central Link Light Rail	**Q2 2008**	**Q2 2009**	**Q2 2010**	**Q2 Budget**
Revenue Vehicle Hours Operated[1]	N/A	N/A	35,119	34,572
Revenue Vehicle Miles Operated	N/A	N/A	660,669	706,191
Trips Operated	N/A	N/A	22,281	23,048
Boardings	N/A	N/A	1,806,167	1,850,226
Boardings per Revenue Vehicle Hour	N/A	N/A	51.43	53.52
Boardings per Trip	N/A	N/A	81.06	80.28
Cost per Boarding[2]	N/A	N/A	$6.75	$5.95
Percentage of Scheduled Trips Operated	N/A	N/A	99.87%	≥98.50%
On Time Performance[3]	N/A	N/A	84.25%	≥90.00%
Customer Complaints per 100,000 boardings	N/A	N/A	6.70	<50
Preventable Accidents per 1,000,000 miles[4]	N/A	N/A	0.00	≤6.00
Tacoma Link Light Rail	**Q2 2008**	**Q2 2009**	**Q2 2010**	**Q2 Budget**
Service Hours Operated[1]	2,398	2,409	2,439	2,470
Service Miles Operated	23,261	23,371	22,612	23,052
Trips Operated	14,538	14,607	14,631	14,347
Boardings	219,792	239,004	212,996	243,176
Boardings per Service Vehicle Hour	91.67	99.20	87.35	98.47
Boardings per Trip	15.12	16.36	14.56	16.95
Cost per Boarding[2]	$3.79	$3.75	$3.99	$4.31
Percentage of Scheduled Trips Operated	99.65%	99.93%	99.92%	≥98.50%
On Time Performance[3]	99.64%	99.97%	99.94%	≥98.50%
Customer Complaints per 100,000 boardings	1.82	1.26	0.00	<50
Preventable Accidents per 1,000,000 miles[4]	0.00	0.00	0.00	≤1.00

1-Revenue hours: The total amount of time during which service is available to carry passengers. Tacoma Link reports as service hours since it does not collect fares.
2-Cost per boarding is calculated as the total actual operating costs (including Agency overhead) before depreciation divided by the total number of riders.
3-On-time performance standards are described in the budget. A Central link light rail train is late if it a) departs a terminal station more than one minute late or, b) arrives at a terminal station three or more minutes late and is unable to make its departure time.
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